



Executive Office of Health and Human Services

RI HPE Provider Electronic Solutions Installation Instructions

Provider Electronic Solutions (PES) may be installed on your local hard disk drive or on a network system. Providers may also choose between a workstation (used when installing to individual PC in a network installation) and typical installation (for single application). PES may be installed on numerous PCs. In the event the program and files are damaged or deleted, you can download the software from the EOHHS website to reinstall PES: (<http://www.eohhs.ri.gov/ProvidersPartners/BillingampClaims/ProviderElectronicSolutionsPESSoftware.aspx>).

The following requirements are needed for PES:

- Windows 98/2000/XP/Windows 7
- MS Internet Explorer
- 64 Megabytes RAM,
- 800x600 Resolution
- 100 MB Hard Drive Space available
- 28.8 Modem

The software is not compatible with Terminal Servers.

Note: Please disable all anti-virus software before proceeding with the installation or upgrade of the PES software.

When you install PES you must have **administrator** privileges in order to upload the files.

Establishing Your Password

The password for successful submissions is accessed under TOOLS, OPTIONS in the field named “web password”. This is the password that must be synched to the password use to access the Healthcare Portal. To enroll on the Healthcare Portal:

- Navigate to: <https://www.riproviderportal.org>
- Click the link under: **Would you like to enroll as a Trading Partner?**
- Complete the enrollment and registration. Additional instructions can be found on the Healthcare Portal page:
<http://www.eohhs.ri.gov/ProvidersPartners/HealthcarePortal.aspx>

Download Installation for a Single Workstation

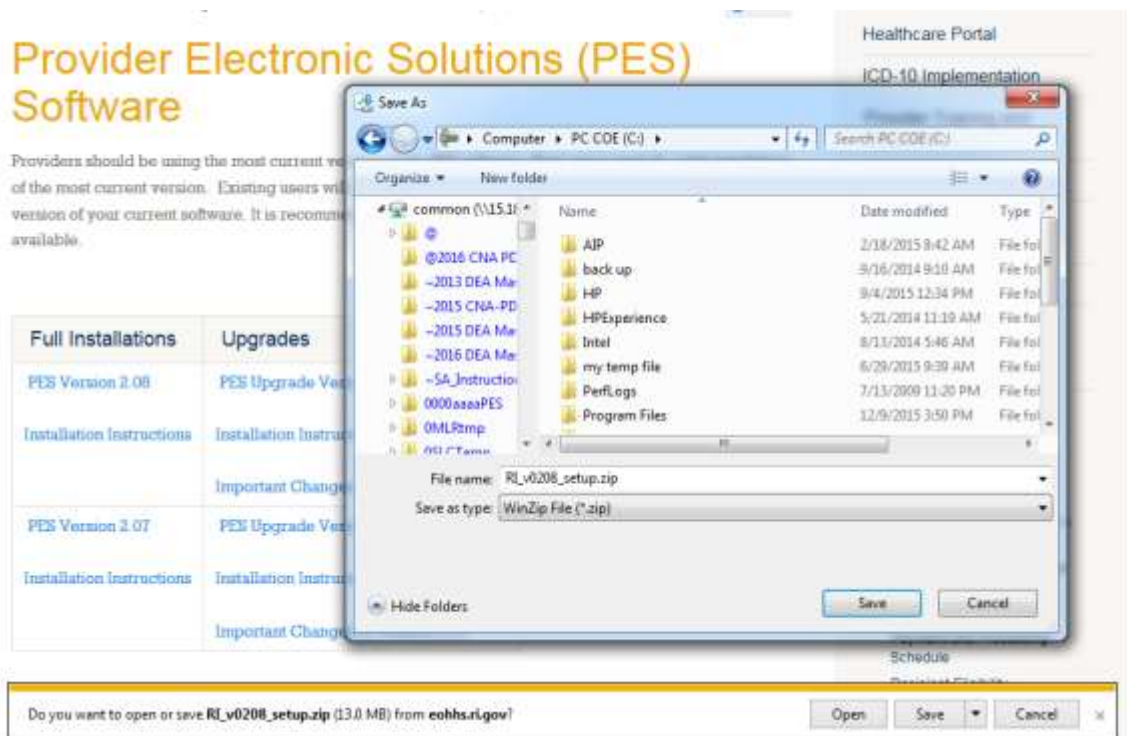
Please note:

If you install the application as a Typical installation on more than one PC, you will not be able to share data between the PCs.

You may obtain the current HIPAA compliant version of PES via the EOHHS Web Site. Go to <https://www.eohhs.ri.gov>, hover over Providers and Partners then select Billing and Claims, then select Provider Electronic Solutions (PES) Software, then choose the appropriate link under the Full Installation:

The file download box will display at bottom.

Please click the drop down arrow next to SAVE and choose SAVE AS.



A SAVE AS window is displayed, navigate to the C drive by clicking on the drop down arrow in the SAVE IN box then select SAVE.

The software will save and the Download Complete window will display.

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Health & Human Services**
State of Rhode Island

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Providers & Partners > Billing & Claims > Provider Electronic Solutions (PES) Software

Provider Electronic Solutions (PES) Software

Providers should be using the most current version of the PES software. New users should perform a full installation of version 2.07. Existing users will need to apply the upgrade that is the next consecutive version of your current software. It is recommended to download and install each upgrade as it becomes available.

All documents are in pdf format

Full Installations	Upgrades
PES Version 2.07 Installation Instructions	PES Upgrade Version 2.07 Installation Instructions for Upgrade 2.07 Important Changes in Version 2.07
PES Version 2.06 Installation Instructions	PES Upgrade Version 2.06 Installation Instructions for Upgrade 2.06 Important Changes in Version 2.06
PES Version 2.05 Installation Instructions	PES Upgrade Version 2.05 Installation Instructions for Upgrade 2.05

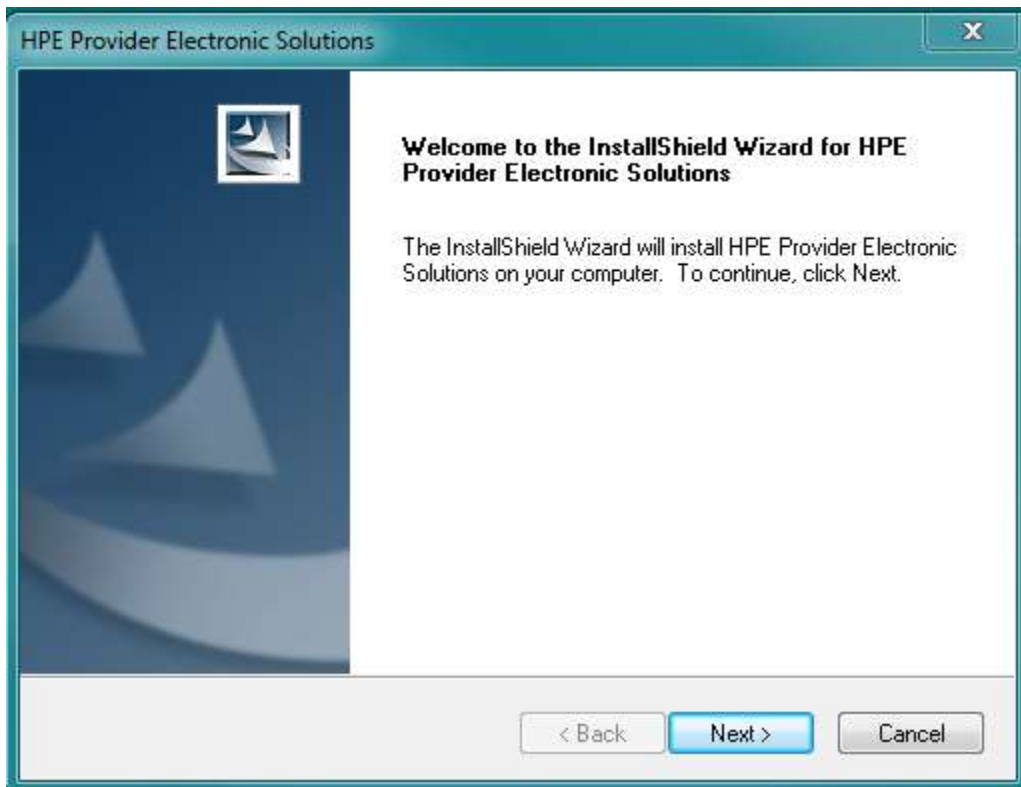
Healthcare Portal
ICD-10 Implementation
Provider Training and Education
General Information
Certification, Licensing & Registration
Provider Enrollment
Electronic Health Records (EHR) Incentive Program
Billing & Claims
Claims Processing
Customer Service
Prior Authorization
Provider Electronic Solutions (PES) Software
Electronic Data Interchange

The RI_v0207_setup.zip download has completed.

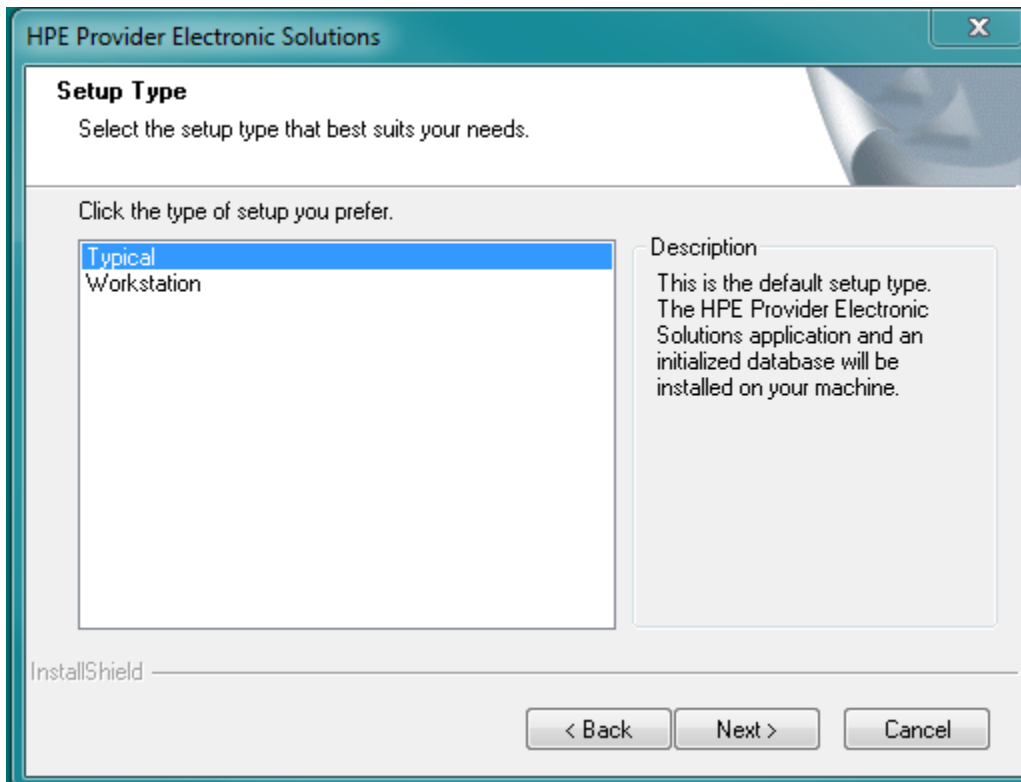
Open Open folder View downloads

Close out of the download complete window. To begin the software installation you will need to navigate to your C drive and locate the RI_v0209_setup.zip file. Double click on the file to launch the self-extraction and installation process.

The process below will begin once you have launched the wizard. Follow the steps below:

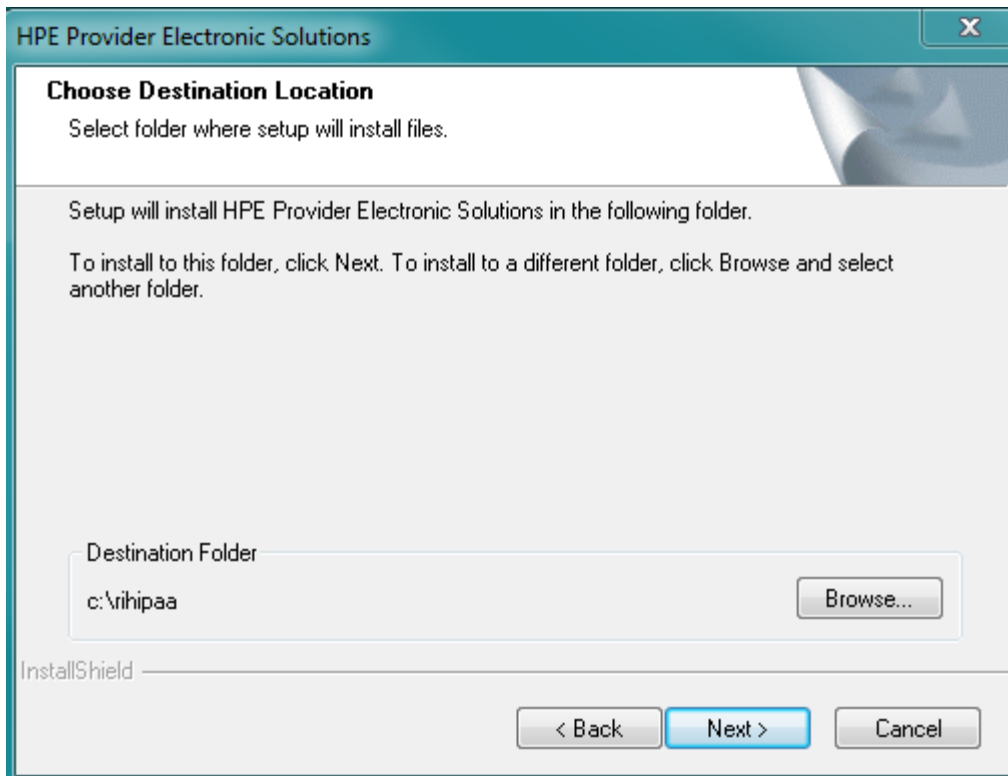


Click on next

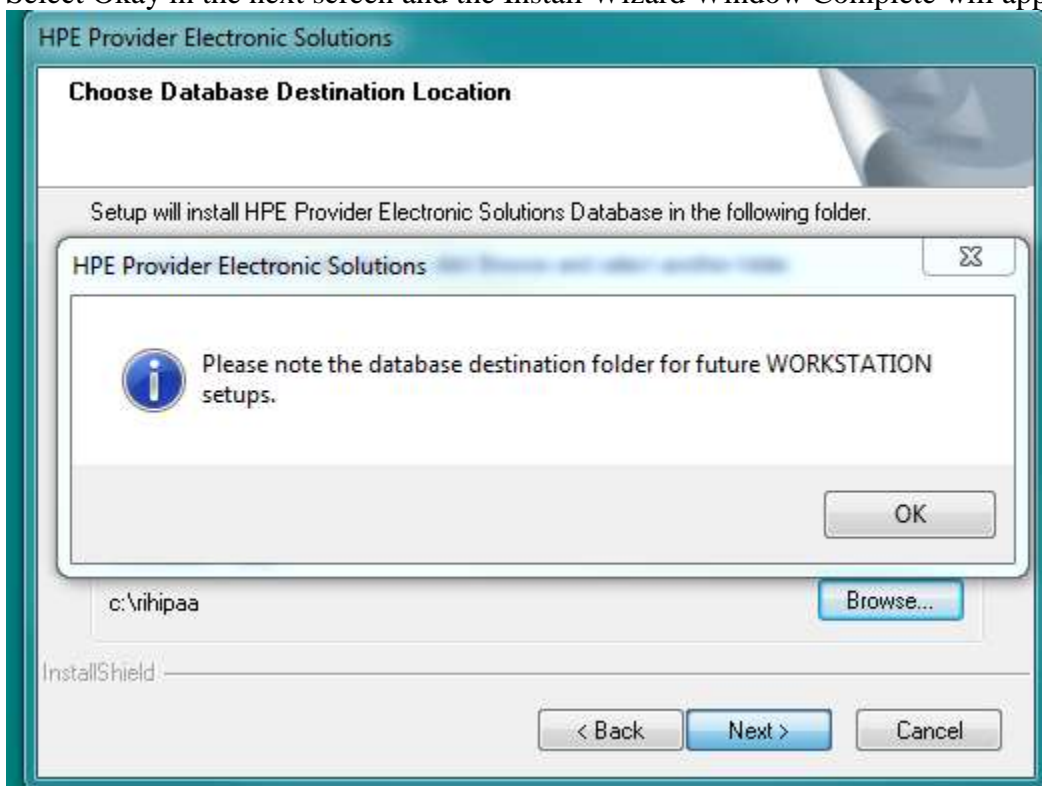


Select Typical for the single workstation installation and click next

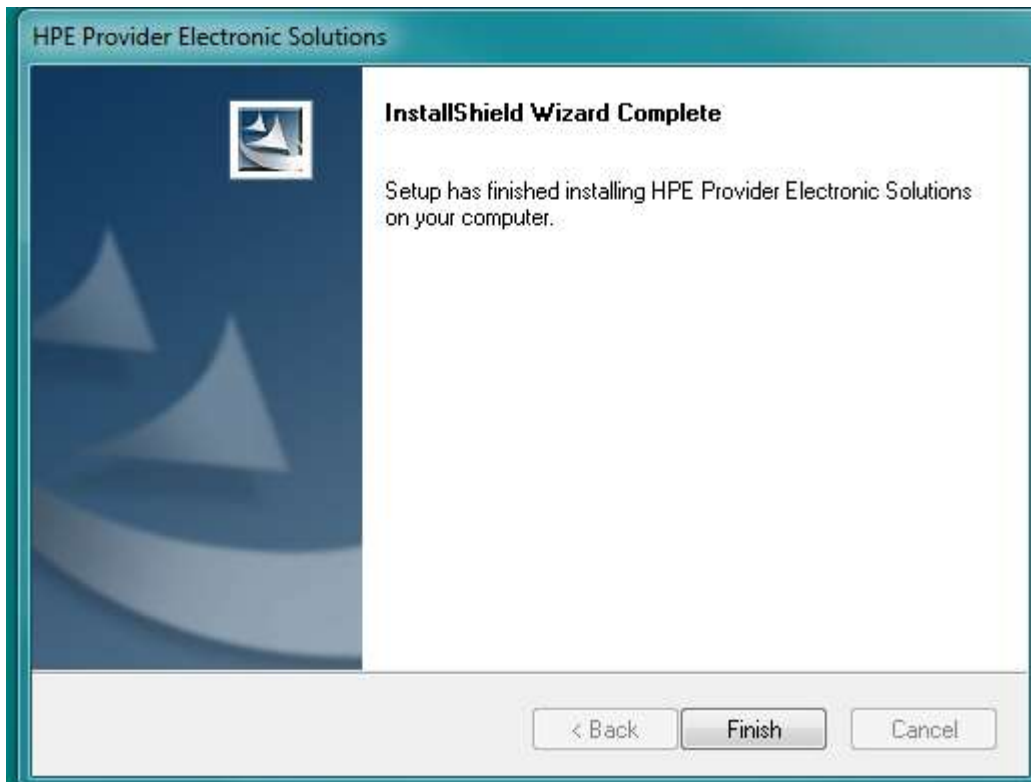
Select next below for the default setup to the C Drive



Select Okay in the next screen and the Install Wizard Window Complete will appear.



Click on FINISH. The software has been installed.



Proceed to page 8 for set-up instructions.

Network Installation

Several users may access Provider Electronic Solutions at the same time. To install the application for use by several users, you will need to perform a network installation. The following instructions will install the shared database on a network.

Follow the instructions above for a single installation but save the software to your network. When asked for the type of installation, select Typical. Select the location on your PC or accept the default directory for the application. Click Next. For the location of the database, select the directory on the network where you want the database to be located. *****The software application and the database must reside on the same drive.***** This will allow users from multiple PCs to access the application data. Click Ok to begin the set up and when the Install Wizard Shield Screen appears click complete.

Repeat this process on the individual PC's of the users. When prompted for the type of installation, select Workstation instead of Typical. When prompted, enter the location on the network where the database was installed.

Proceed to page 8 for set instructions.

Set-Up Instructions

Accessing the Program

- Double click on icon for RI Provider Electronic Solutions
- Double click on the HPE icon
- You will prompted to enter a password type in “hpe-pes”
- The message password expired will appear on your screen
- Click OK
- Type in hpe-pes in the Old Password Field
- Type in your new password in New password and re-enter that same information in the Re-Key New Password **must be 6 to 8 characters
- Select a Security question and key the answer twice.
- The main menu will appear with a message asking the user if they wish to set up their OPTIONS at this time, click **ok**

IMPORTANT MUST COMPLETE

Setting Up your billing OPTIONS will allow access for directly billing your claims to HPE as well as accessing the RI Provider Healthcare portal. Failure to complete this step will prevent you for submitting your claims.

Batch Tab

- Enter your trading partner ID assigned by HPE in the Trading Partner ID Field
- Re-enter your trading partner ID for the Web Logon Field
- Enter your new password (the password that you created on the EOHHS Healthcare Portal for your trading partner ID, See page 1 for steps on how to do this.)
- Select the appropriate entity type qualifier
- Enter Last and First or Organization name as appropriate
- Type in Contact Name
- Select method of contact (ie: TE – telephone, FX – fax). If entering phone number enter the appropriate number including area code – no dashes

Options

Batch | Web | Modem | Carrier | Payer/Processor | Retention

Trading Partner ID: 800000085

Web Logon: 800000085 | Web Password: xxxxxxxxxx

Entity Type Qualifier: 1

Last/Org Name: NARDONE | First Name: MJ | MI:

Submitter Contact Information

Communication Numbers/Qualifiers: 1: 4017848014 | TE | 2: | | 3: | |

Contact Name: MJ

Help | Print | OK | Close

Web Tab

- Verify that Microsoft Internet Explorer Pre-config settings is checked to utilize your internet service provider
- The Environment Indicator defaults to P
- The other fields are not required.

Options

Batch | **Web** | Modem | Carrier | Payer/Processor | Retention

☒ **Use Microsoft Internet Explorer Pre-config Settings**

Connection Type
☐ LAN | ☐ Modem

☐ **Use Proxy Server** | Dialup Network: |

Proxy Information
 Address: | HTTP Port: |
 HTTPS Port: |
 Proxy Bypass: |

Environment Ind: P | RAS Phone #: 1-866-726-4804 | **Install RAS**

Help | Print | OK | Close

Modem Tab

- This defaults to the choices in the example, no changes are necessary

The screenshot shows a Windows-style dialog box titled 'Options'. It has five tabs: 'Batch', 'Web', 'Modem' (which is selected), 'Carrier', and 'Payer/Processor'. There is also a 'Retention' tab. The 'Modem' tab contains two input fields: 'Com Port' with the value '1' and 'Modem Type' with the value '(none)'. Below these fields is a 'Detect' button. On the right side of the dialog, there are four buttons: 'Help', 'Print', 'OK', and 'Close'.

Carrier Tab

- Select Batch Web in the drop down of the Carrier ID box
- Select Batch Web under Transaction Type at the very bottom of the box
- Select Carrier ID box again – which is now empty and select Batch Web again
- The last process will auto populate the bottom box
- Confirm that P has been selected for Production/Test Indicator

Options

Batch Web Modem **Carrier** Payer/Processor Retention

Trans Desc BATCH_WEB Dtr 9600

Carrier ID BATCH_WEB Phone Number

Net ID Net Password

ATT Menu Production/Test Indicator P

Transaction Type	Carrier Id	Net Id	Phone Number	Dtr
INTACT TRANSMIT	BATCH_WEB			9600
BATCH_WEB	BATCH_WEB			9600

Help Print OK Close

Retention Tab

- The Archive Days is preset at 30 days, this may be changed to anything between 1 and 999 to suit your needs
- Change max batch, verify, log reports, to which ever suits your needs recommended 60-90
- Set expiration days for password re-set, max days is 99. (this will determine how often you are prompted to change your password to get into the software)
- Click Ok

Options

Batch Web Modem Carrier Payer/Processor **Retention**

Archive Days 30

Max Batch 10

Max Verify 25

Max Log 10

Max Submit Reports 30

Password Expiration Days 90

Help Print OK Close